

# Accessibility Plan

## Introduction

Community Living Kingston and District has completed formal Accessibility Plans on an annual basis since 2007.

Community Living Kingston and District's Accessibility Plan addresses accessibility issues at our program locations and in the community at large. Community Living Kingston and District is committed to identifying and removing barriers that reduce the ability of persons served to fully access both our programs and the community as a whole. Community Living Kingston and District's Accessibility Plan is designed to summarize the following:

- Those barriers that were removed or otherwise addressed by the agency in the past, specifically over the course of the past year.
- Those items that the organization still intends to address, as well as new items that have been brought to the agency's attention. Some of these items contain firm deadlines for completion, while others do not.

## Identification of Barriers

In preparing this year's Accessibility Plan, Community Living Kingston and District utilized several methods in which to identify accessibility barriers:

- The organization's 2016 Accessibility Plan was used to identify items that were already considered to have been a concern.
- Individual persons served and personnel were consulted by the quality improvement lead and contributed to the identification of issues and potential ideas on how to rectify them.
- The organization's leadership routinely identifies maintenance and property issues throughout the agency. This information was used to identify property issues that negatively impact the accessibility needs of the persons served by the agency.
- The organization's leadership is brought up to speed on accessibility issues by personnel and by persons served on an ongoing basis. The issues anecdotally identified in this manner were also useful in the creation of this plan.

## Standing Items of Concern

Throughout this plan, reference is made to 'standing items of concern'. These are items that tend to be fairly broad in nature, and it is unlikely that there is a single strategy that will eliminate the barrier. However, they are items of significant importance to CLKD, and it is imperative that they not be forgotten.

## Review of Accessibility Plan

Progress around the plan will be completed in six month intervals, with a progress report being posted on the agency website and/or in the agency newsletter. A full review of the organization's Accessibility Plan will be completed at least annually. A member of the Management team will take the lead around updates of the Accessibility Plan.

## Communication of Accessibility Plan

The accessibility plan will be posted on the agency website, and will be available to staff via Nucleus. Paper copies will be made available to all those who request the plan (an ad in the newsletter will alert people to this option).

## 2017 Accessibility Plan

Area(s) of Concern	<b>Architectural.</b> An <u>architectural</u> barrier is any physical factor that makes accessibility difficult for an individual. This may include narrow doorways, bathrooms that might need to be made more accessible, alarms that are not able to be heard by individuals with hearing impairments, or even something as simple as the location of furniture.
Items Addressed In 2016	<ul style="list-style-type: none"> <li>- New spaces for the main administrative sites, as well as the Options program, have been identified and will be moved into in the fall of 2018. As such, some issues from the 2016 that are specific to these locations will be removed from the plan, as they will be addressed with the relocation.</li> <li>- At Roosevelt, a ramp was re-built, and side and patio doors were made accessible, at a cost of about \$40,000.</li> <li>- Much of the upper floor at Splinter was renovated in part to work towards it being a more accessible home.</li> </ul>
Standing Items of Concern/Areas needing improvement	<ul style="list-style-type: none"> <li>- Slow snow and ice removal can restrict access to and from program locations. The agency continues to utilize new removal guidelines put in place in 2008, but CLKD must continue to be vigilant.</li> <li>- As the needs of persons served in Family Home arrangements change, CLKD must be prepared to offer assistance to meet accessibility needs. This often requires requests for funding from MCSS.</li> </ul>
Future Goals	<p><b>Barrier:</b> External egress in basement at McMichael is not accessible  <b>Strategies to Remove Barrier:</b> Re-design required. Drawings have been submitted accordingly.  <b>Potential Obstacles:</b> Cost, about \$80,000  <b>Persons Responsible:</b> Wade Wright, Sheri Scott  <b>Target Date:</b> As funds become available</p> <p><b>Barrier:</b> New locations (main offices, Options) will need accessibility issues previously identified to be addressed. These include: power doors at all entrances, and a light alarm for those that are hearing impaired.  <b>Strategies to Remove Barrier:</b> Issues will be worked into the redesign  <b>Potential Obstacles:</b> Unknown costs.  <b>Persons Responsible:</b> Peter Sproul  <b>Target Date:</b> September 2018</p>

Area(s) of Concern	<b>Environmental.</b> An <i>environmental</i> barrier is a characteristic of a setting that compromises service delivery and benefits to be gained. This may include items such as flickering lighting, noise levels, and troublesome fragrances
Items Addressed In 2016	- Co2 location was doubled in size, easing crowding, noise issues.
Standing Items of Concern/Areas needing improvement	None
Future Goals	<b>Barrier:</b> General congestion at Options creates an unwelcoming environment for persons served (crowding, noise, etc.) <b>Strategies to Remove Barrier:</b> Move scheduled in 2018 <b>Potential Obstacles:</b> None <b>Persons Responsible:</b> Jeff Harrison <b>Target Date:</b> September 2018

Area(s) of Concern	<b>Attitudinal.</b> An <i>attitudinal</i> barrier is a preconceived (usually negative) attitude that people have towards persons served. Examples of this may include attitudes of neighbours or other community members, or the lack of “person first” language used by agency personnel.
Items Addressed In 2016	-Core competencies training completed with all existing staff in 2016
Standing Items of Concern/Areas needing improvement	-Agency staff are not always mindful of the privacy of persons served, and do not always act sensitively towards them. This is addressed on an ongoing basis through annual training modules, and through the availability of two agency staff to provide specific training in this area.  -- Negative attitudes of neighbours and community members can sometimes stigmatize persons served. This is addressed on an ongoing basis through follow-up where such concerns are expressed. Raising the profile of the agency and it's mission is also one way to combat this.
Future Goals	None

Area(s) of Concern	<b>Financial.</b> A <i>financial</i> barrier is anything that may mean that a service is restricted because of a lack of sufficient financial resources. Financial barriers may exist at the organizational level, or may be specific to funds possessed by persons served.
Items Addressed In 2016	None in a widespread manner; many instances where issues have been addressed on a case-by-case basis.
Standing Items of Concern/Areas needing improvement	Funding and finances for persons served are not always sufficient, limiting community participation, quality of life, and the ability of families to maintain care. CLKD combats this by being active in provincial organizations that advocate for additional funding, and by petitioning MCSS on a situational basis for funds.
Future Goals	None

Area(s) of Concern	<b>Employment.</b> An <i>employment</i> barrier is an indication that a workplace does not provide sufficient flexibility or equipment to ensure a productive and satisfying workplace for employees. An employment barrier may also speak to measures that are in place to promote successful employment for persons with disabilities.
Items Addressed In 2016	-Job postings now reference accommodation requests - Submission for funds from Employment Modernization Fund for increased partnerships and to dedicate resources to supported employment.
Standing Items of Concern/Areas needing improvement	Kwik Shred model requires review in light of MCSS announcement related to sheltered workshops in December 2015.
Future Goals	<b>Barrier:</b> Community employment services are not a fit for individuals with intellectual disabilities. <b>Strategies to Remove Barriers:</b> Upcoming agency reorganization will include development of employment program <b>Potential Barriers:</b> None <b>Person(s) Responsible:</b> Erin Impola <b>Target Date:</b> July 2017

Area(s) of Concern	<b>Communication.</b> A <i>communication</i> barrier looks at anything that inhibits information being accessible and understandable to all. Examples may include the possible absence of devices available to persons served or personnel to be able to be understood by others, or promotional materials that are not present in formats that are easily understandable.
Items Addressed In 2016	More Family Support and CCRCS documents converted to French.  Lunch and learns for French-speaking staff.  Promotional video being designed for CIP to augment written promotional materi-
Standing Items of Concern/Areas needing improvement	- Program information is available only in print and assumes a relatively high level of literacy. The organization attempts to combat this via plain-language versions of many documents (rights, complaints procedure) . A concerted effort to develop pictorial versions of personal plans has been underway for several years. The organization desires to develop video versions of many documents. - Ongoing need for ASL training for staff throughout agency, especially at CIP. This is addressed by offering/requiring training upgrades as classes become available in community.
Future Goals	<b>Barrier:</b> Ability to communicate with French-language families seeking service would be somewhat limited. <b>Strategies to Remove Barrier:</b> Upgrade French language abilities of targeted staff <b>Potential Obstacles:</b> Cost, time <b>Persons Responsible:</b> Danielle Carnegie <b>Target Date:</b> Ongoing

Area(s) of Concern	<b>Transportation.</b> A <i>transportation</i> barrier speaks to situations in which service recipients are unable to reach or participate fully in services because of the lack of suitable and available transportation
Items Addressed In 2016	None
Standing Items of Concern/Areas needing improvement	<p>Local accessible bus system has limited availability for bookings for persons served. This is primarily being addressed through a good relationship with the service and distributing information to persons served that promotes good booking habits that allows for maximum service flexibility.</p> <p>The number of agency vehicles, especially accessible ones, can be seen as limited, sometimes limiting community involvement activities of persons served. The organization has a vehicle replacement plan organizing the maintenance of the fleet and keeping it at the current level. However, it is very cost-prohibitive to add additional vehicles (upwards of \$60000 per vehicle). A working relationship with an Ontario-based seller has been cultivated over the past few years.</p>
Future Goals	None

Area(s) of Concern	<b>Community Integration.</b> A <i>community integration</i> barrier is anything that may limit an individual's ability to fully access their community in a way of their choosing
Items Addressed In 2016	None in a 'broad' way. Removing community integration barriers are at the core of the organization's everyday work.
Standing Items of Concern/Areas needing improvement	Items listed under <i>transportation</i> and <i>financial</i> are also related to community integration.
Future Goals	None

Area(s) of Concern	<b>Technology.</b> A <i>technology</i> barrier is related to a need of a stakeholder to access technology to ensure communication or inclusion into services.
Items Addressed In 2016	<p>Accessibility of website improved, and accessibility section added to site that shows agency efforts to meet OADA requirements.</p> <p>OT assessment completed with a staff member who requires accommodation, and assistive technology purchased based on OT recommendations.</p>
Standing Items of Concern/Areas needing improvement	Persons served have limited access to assistance with augmented communication systems. A reduction in community resources in 2011 contributed to this, leaving the organization's two 'communication helpers' without clinical supervision and limiting their ability to expand or maintain their roles.
Future Goals	None

Area(s) of Concern	<b>Other.</b> A barrier that is not easily categorized
Items Addressed In 2016	None completed though implementation team noted in the future goals below was active.
Standing Items of Concern/Areas needing improvement	There is increasing concern around 16-18 year olds who can no longer live in their family's home, and for whom school is not a good fit. This concern is amplified because current guidelines do not allow for these individuals to be supported in agency Residential programs or in community participation programs. This is a significant service access gap.
Future Goals	<p><b>Barrier:</b> There is a significant lack of affordable housing in Kingston, which impacts persons served tremendously. Moreover, there is a lack of affordable <i>accessible</i> housing in Kingston.</p> <p><b>Strategies to Remove Barrier:</b> Implementation team (see Strategic Plan) developed to help address issues. Implementation team is led by Sheri Scott and has ample Board representation. Contacts have been made with City of Kingston, Township of Gananoque, and Frontenac County. Goal is to develop strategic partnerships to help address housing issues. [Note: Sheri Scott has joined the City's accessibility committee].</p> <p><b>Potential Obstacles:</b> Cost, time, ability to develop partnerships</p> <p><b>Persons Responsible:</b> Implementation Team</p> <p><b>Target Date:</b> Ongoing</p>

### **Requests for Reasonable Accommodations**

There were no requests for reasonable accommodations by stakeholders in the past year. Future requests will be identified, noted and responded to.

### **Follow-Up**

The Accessibility Plan will be reviewed by the Management team at least twice a year.